



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Mamoun Abu-Samaha Art Unit : 2154
Serial No. : 09/660,464 Examiner : Hu, Jinsong
Filed : September 12, 2000
Title : DISTRIBUTED UNIVERSAL COMMUNICATION MODULE FOR
FACILITATING DELIVERY OF NETWORK SERVICES TO ONE OR
MORE DEVICES COMMUNICATING OVER MULTIPLE TRANSPORT
FACILITIES

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO EXAMINER'S ACTION DATED MAY 20, 2004

I. Status of claims

Claims 1-27 were pending.

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II. Claim rejections

The Examiner has rejected claims 1-20 and 24 under 35 U.S.C. § 103(a) over Giese (U.S. 6,621,895).

The Examiner has rejected claims 21-23 and 25-27 under 35 U.S.C. § 103(a) over Giese in view of Angwin (U.S. 6,477,576).

A. Independent claim 1

Independent claim 1 recites in part that: (1) the agent receives request for service calls in any format selected from a voice format, an internet format, an e-mail format, and a wireless format, and transmits a request for service call to the access file in accordance with a

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450 on:

July 13, 2004

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